

Emergency after hours cell phone support

Effective April 8, 2002, we will be offering emergency after hours/weekend support on a trial basis via cell phone. Emergency support is available for serious CRS problems which severely impact the viability of the system, such as inoperable databases, main and backup MP failures, failure to restart CRS, etc. It is not to be used for routine questions concerning CRS operations, CRS formatter operations, software upgrades, transmitter expansions, etc. Help concerning these types of problems shall be limited to normal working hours.

This service is staffed by our CRS Support team in addition to their regular duties, and is intended only as a last resort. Please follow your normal elevation procedures (contact your local ESA and/or CRS focal point, utilize the expertise of nearby office technical experts, and contact the regional CRS focal point) prior to calling the emergency cell phone.

The cell phone number is 301-325-0278. There is no guarantee that someone will be available to answer the call. If there is no answer, please leave a message and the call will be returned as soon as possible.